

Department of the Army On-Post Housing Survey Results 2003

Fort Hood has received high ratings in the Department of the Army's 3rd annual Army-wide residential survey. The 2003 survey was conducted for the purpose of measuring housing residents' satisfaction levels and determining their needs. The resident survey indicated that Fort Hood is doing very well as evidenced by its ranking among the highest of all posts surveyed for overall satisfaction.

The survey identified predictors of overall satisfaction as well as causes for low overall satisfaction and broke the data down into fourteen separate factors. The factors included such items as attributes of unit (floor plan, number of bathrooms, overall size, etc.), cost and affordability, repairs and maintenance, and the housing office operations. Each factor was further broken down into sub factors, and analyzed, in order to provide Fort Hood Family Housing (FHFH) the information needed to make improvements and increase resident satisfaction.

The process appears to be working well, with all areas in the 2003 survey indicating a higher level of satisfaction than in the 2002 survey. Of the tenants surveyed, 36% responded. It is clear from the surveys that the new construction and renovations being performed by the Fort Hood Family Housing Partnership, under the housing privatization initiative, are contributing to higher resident satisfaction.

"The FHFH team is committed to continually improving resident satisfaction with their living experience at Fort Hood," said Robert Erwin, Housing Program Manager. "We see this survey as a valuable tool in focusing our energy and resources in the areas that matter the most to our families."

Surveys will again be distributed to residents this spring and it is important that residents take the time to complete them so that FHFH can gauge the success of the measures implemented as a result of the last survey, and use the survey data to make further improvements to family housing.